



1-800-456-8000 x76512

Vizioncore-licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

www.Vizioncore.com

Vizioncore Return Policy Statement

Vizioncore provides a free 30-45 day evaluation license to prospective customers for all software products.

Because they offer an evaluation license as described above, Vizioncore does not accept returns for non-defective licenses. Exchanges of defective licenses, for non-defective versions of the same product, are permitted 30 days from the date of purchase.

EXCEPTIONS TO RETURN POLICY

- a. **Customer Ordered Wrong Product** - If the customer mistakenly ordered the wrong product, Vizioncore will accept exchanges for a different product of *equal or greater* value, if returned within 30 days from the date purchase. Vizioncore must receive a new purchase order with the correct product, *before* the credit and replacement license is issued.
- b. **Incorrect End User Information on PO** - If the incorrect End User information was listed on the purchase order, returns are permitted 30 days from the date of purchase. Vizioncore must receive a new purchase order with the correct End User information, *before* the credit and replacement license is issued.
- c. **Duplicate Orders** - If the order was a duplicate order, returns are permitted 30 days from the date of purchase.
- d. **Support Renewals** - Returns of support renewal orders **will not be accepted**, unless it was a duplicate order and it is returned 30 days from the date of purchase.
- e. **Support Department Cannot Solve Issue** - If the support department has determined that they cannot solve the customers issue or provide a work around for the issue, Vizioncore will allow the software to be returned within 30 days of Support closing the case. If the customer is unresponsive to Support calls and/or emails to solve the problem, this will be looked upon as the customer refusing support and a return would not be permitted.

If return is approved, the SDA (Software Destruction Agreements) must be signed by end-user and returned with 14 days of receipt.

Please allow up to 30 days processing time for returns.

To request a return, please contact us via email with the following information:

Your Ingram account number

Your PO #

Ingram Order number

SKU (s) of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Replacement PO number